

# CUSTOMER SERVICE POLICY

BIC Policy 016 - Issue Date: 16.10.2023

## Purpose

This policy outlines the mission and commitments of B.I.C. Services Pty. Limited (BIC) to provide world class customer-focused services. Our customer-focus is embedded in every aspect of our business and drives our service improvement mindset.

Our Core Values are the foundation for the relationships we foster with our customers and employees, and we are committed to providing services in a way that ensures all customers, visitors, guests and employees are treated respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

## Scope

All BIC employees and suppliers will adopt the customer service considerations described in this policy into their day-to-day work activities. BIC leaders will also act as role models by incorporating those considerations into decision-making in all business activities and ensure that appropriate organisational structures are in place to effectively monitor, manage and improve our customer service.

## Our Mission

Our mission for BIC is to become Australia's most trusted service and solutions partner. We will achieve our goal through the commitment and implementation of the following strategies.

## Our Values and Pillars

BIC's Core Values are in our behavioural standards that underpin the professional service delivery that we provide to our valued customers and in the day-to-day interactions we have with our work colleagues and supplier partners.



**OUR PEOPLE**



**INNOVATION**



**SUSTAINABILITY**



**TRANSPARENCY**

## Our People

We appreciate that excellent service delivery comes from employees who are well trained, motivated, treated with dignity and respect, are recognised by their peers and are well rewarded for their efforts. We know this approach works as it has been the philosophy of BIC since 1989.

## Innovation

We build on our strengths, champion creative solutions and seek new and sustainable ways to deliver superior service solutions and outcomes for our customers.

# CUSTOMER SERVICE POLICY

BIC Policy 016 - Issue Date: 16.10.2023

## Our Teams

We support the role of leadership; we collaborate within and across our teams. We build effective partnerships with colleagues and our suppliers to achieve our mission and goals.

## Our Customer Focus

We openly communicate with our customers; we are responsive to their needs and evolve our relationships with them as our business grows. We achieve this by working as one team, with one mission.

## Complaint Handling

BIC is accredited to ISO 10002:2019 Customer Satisfaction (Complaints Management). As part of our accreditation, our Complaints Management Policy outlines our principles, objectives and procedures for the effective handling of complaints.

All customer complaints received are recorded by our 24 / 7 Helpdesk and reviewed by the BIC Executive Management Team as part of our commitment to continuous improvement and self-evaluation.

## Integrity and Transparency

We deliver on our promises, we act ethically, we are transparent in all our dealings, and we take responsibility for our actions. We encourage our customers and colleagues to speak up if they identify any issues or have any concerns. At BIC, Integrity and Transparency is the foundation on which everything is based.

**CUSTOMER FOCUSED, PERFORMANCE DRIVEN**



**Tony Gorgovski**  
Chief Executive Officer